
Military and Civilian Pay Services

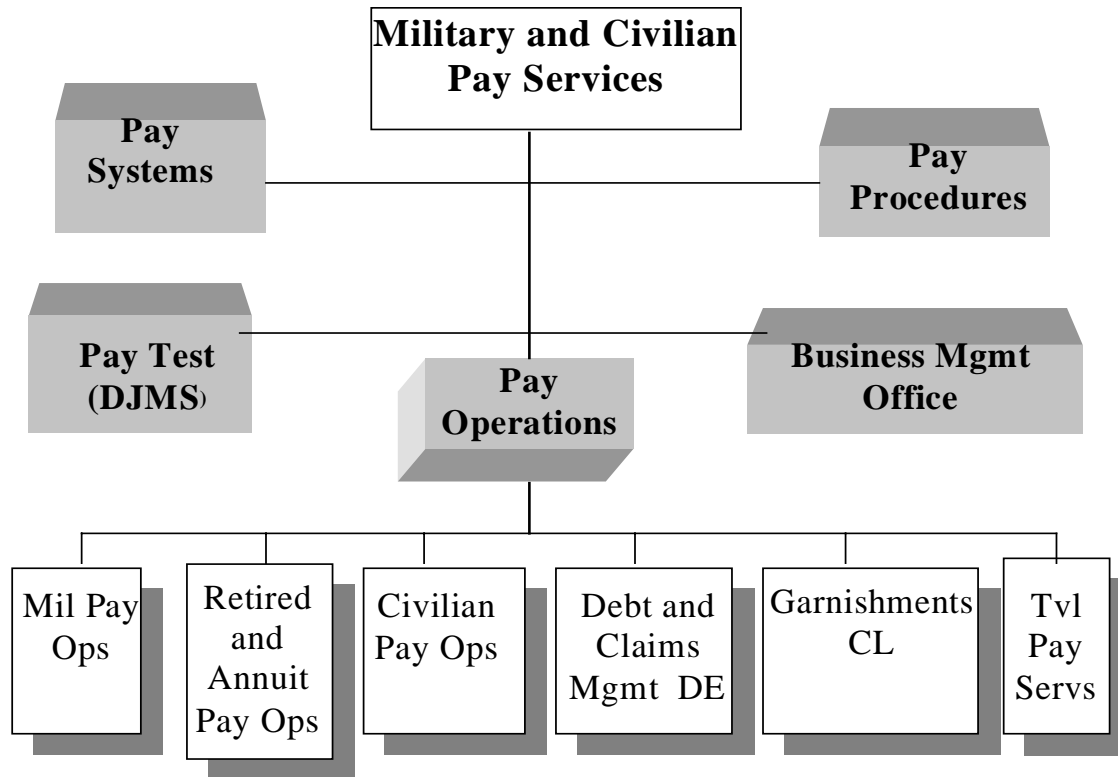


Steve Turner, Director

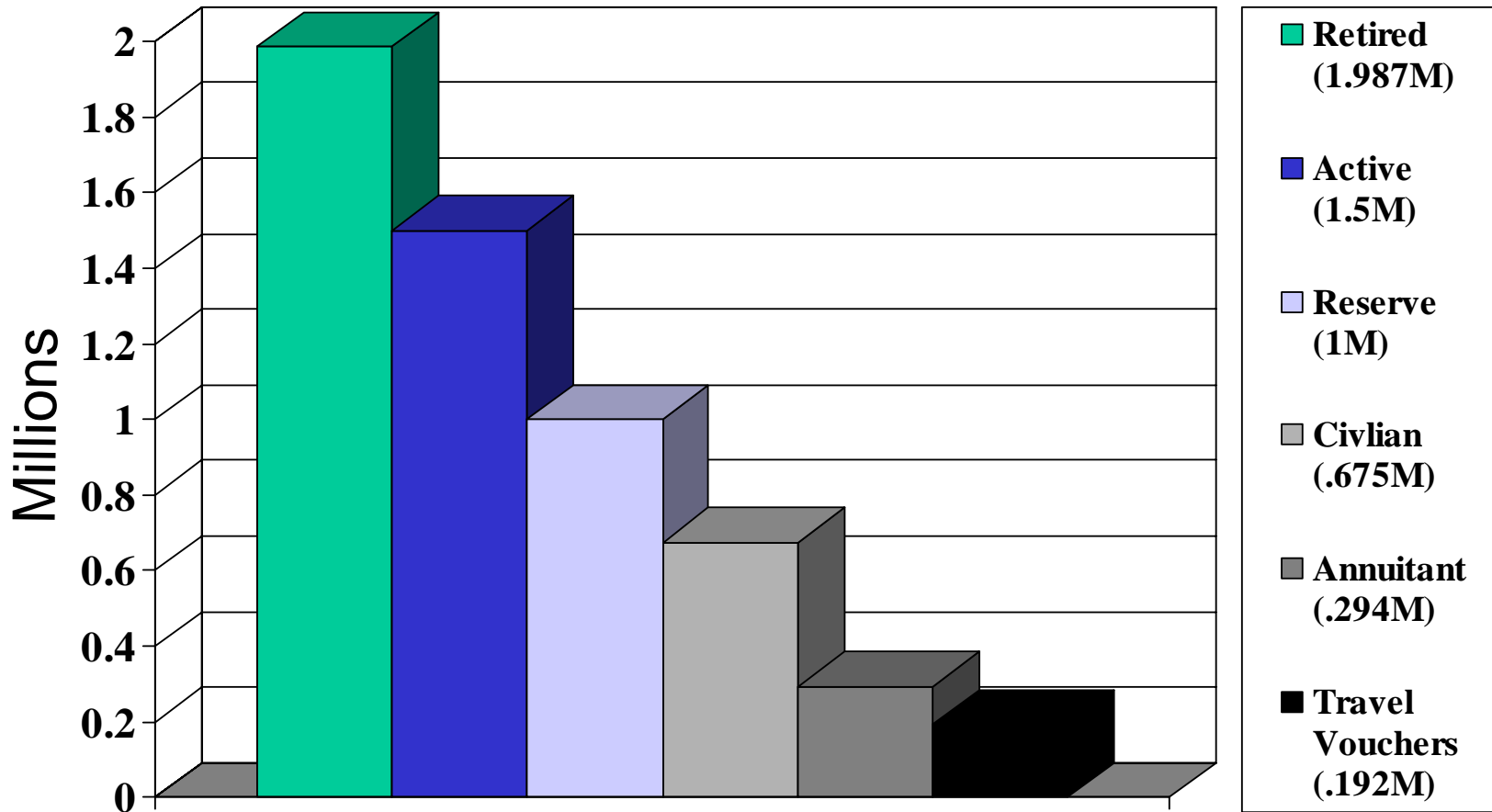
Agenda

- What we look like, what we do
- DBE and YOU
- Priorities
- Goals
- Military & Civilian Pay resources

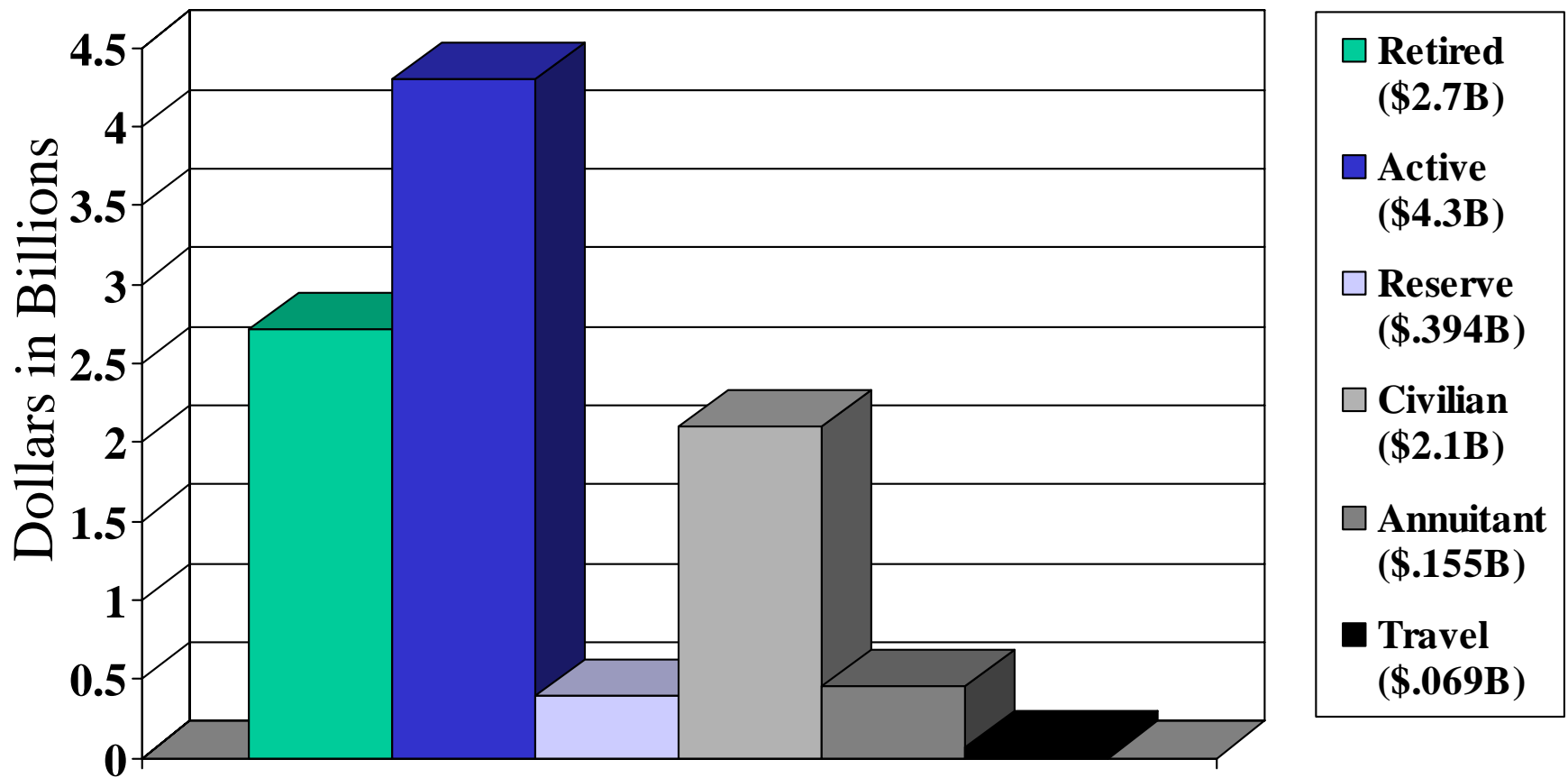
Business Evolution



Customer Base



Monthly Disbursements



DBE and YOU

- Focus on customer
- Concentrate on core competencies
- Capitalize on best practices
- Share knowledge
- Speak one language
- Move away from parochial attitudes

Bottom line: World-class products, services, value

Military and Civilian Pay Services Priorities

- On-going A-76 studies
- Transfer Foreign National Pay System from AF to DFAS
- Continuation of Travel Pay services stand-up
- Finalizing travel card delinquencies

Military and Civilian Pay Services Priorities

- Employee/Member Self Service (E/MSS)
- DIMHRS gap analysis
- Consolidation of Civilian Pay data bases
- Thrift Savings Plan for military
- World-class call centers

Military and Civilian Pay Services Goals

- Meet/exceed customer expectations
- Improve customer satisfaction
- Redefine customer billing methodology
- Reduce cost to deliver services
- Exploit best business practices
- Encourage innovation

Web Addresses

| Address | Access | Content |
|-------------------|----------------|--|
| Dfas.mil | Public | Pay charts |
| | | Travel |
| | | Out of service debt |
| | | Garnishments |
| | | Vendor pay |
| | | E/MSS |
| Dfas4dod.dfas.mil | Government | DFAS financial Publications |
| | | Government publications & forms |
| | | Miscellaneous guides |
| Infoweb.dfas.mil | DFAS employees | Variety of internal agency information |